

# Pest Manager

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**FAOPMAustralia 2006**

# Pest Manager of the Year

The 2006 Pest Manager of the Year is Gill Christiansen, managing director of Environ Enterprises at Garbutt (Townsville), Queensland.

Gill was runner up to Peter Arnold, of Termite Doctors of Maroochydore last year (2005).

Announcing Gill Christiansen as the winner for 2006, PestCert Chairman, Dr John Harden, said the Pest Manager of the Year program is a vehicle for "raising awareness of what it really means to be professional in the pest management industry."

"Our objective with this award is to develop it into a very prestigious event, which attracts publicity within the industry and within the community more generally," Dr Harden said.

"The award reinforces professionalism. And, a central plank of industry professionalism will increasingly be PestCert accreditation with its emphasis on high quality training, achievement and proof of competency, continuing professional development and adherence to a strict code of conduct."

Dr Harden said applicants for the Pest Manager of the Year award are judged on four key criteria.

1. *Know how* (Demonstrated competency and commitment to continual updating of knowledge and skills).
2. *Quality systems* (The extent to which process and procedures

are incorporated into the individual's work so as to understand why things are done, to show how things are done, to record what was done to effect improvements).

3. *Customer relationships* (The building of relationships with customers and demonstrated capacity and commitment to understand and respond to their requirements).
4. *Professional image* (How the individual has sought to improve the professional reputation within the community of themselves, their company and the industry).

Dr Harden said Gill Christiansen, who was narrowly pipped at the post last year by Peter Arnold, was a standout qualifier, demonstrating high levels of excellence in all criteria.

"Gill has made an art form of acquiring industry knowledge, both for himself and his team. And he is a true leader when it comes to introducing and implementing quality systems, customer relations programs, and professional image building.

In accepting the award, Gill said it would not have been possible without the tremendous support he had from his whole team.



Gill Christiansen (left) being congratulated by last year's winner, Peter Arnold.

"It is testimony to the dedication of the Environ team and also to the support we have won from our customers," he said.

"It also proves that we made the right decisions some six years ago when we decided to employ and implement strict quality management systems to our business.

"Quality management can appear quite daunting at first. But it makes such a huge difference to a business like ours that, looking back, I reckon we would have been mad not to have got into it.

"The thing we all have to remember is, we are not selling

pest control. We are selling a highly value added service. I think that is what this industry has got to become all about. Quality service and dedication to meeting customers' needs.

"And, in our business, we are very focused on delivering the 'WOW' factor. We don't promise that, but we deliver it. And, people talk about that."

#### Sponsors

Dr Harden said there would be no Pest Manager of the Year award without the support of its four sponsors.

Right from the beginning, he said, the principal financial input

has been and continues to be provided by Sorex International, the world renowned manufacturer and supplier of rodent, insect and bird control products.

The other sponsors of the award are:

- Globe Australia, a leading supplier and distributor of pest management products to the industry;
- Australian Environmental Pest Managers Association (AEPMA), the peak industry association; and
- PestCert, which manages all aspects of the award at the same time as managing the industry's professional accreditation program. ■



Winners are grinners. Pest Manager of the Year 2006, Gill Christiansen (centre, with plaque) congratulated by sponsor representatives (from left) Allen Morley (AEPMA), Ted Baker (Globe), Peter May (Sorex), John Harden and Ron DeGroot (both from PestCert).